

Nebraska Information Technology Commission Strategic Initiatives

Strategic Plan For Network Nebraska

Objectives

The primary objective of this initiative is to develop a broadband, scalable telecommunications infrastructure that optimizes the quality of network services to every public entity in the State of Nebraska.

Benefits

Through aggregation of demand, adoption of common standards, and collaboration with network services and applications, participants can achieve many benefits, including:

- Lower network costs;
- Greater efficiency for participating entities;
- Interoperability of systems providing video courses and conferencing;
- Increased collaboration among all K-20 educational entities;
- New educational opportunities;
- Competitiveness with surrounding states; and
- Better use of public investments.

Current Status

The Division of Communications, the University of Nebraska, Nebraska Educational Telecommunications Commission, Department of Education, Public Service Commission, and the Nebraska Information Technology Commission have formed the Collaborative Aggregation Partnership (CAP) to guide and implement Network Nebraska. The Division of Communications and University of Nebraska have entered into a memorandum of agreement to formalize their participation in this joint effort.

Using existing resources and aggregating existing demand from state government and the University of Nebraska, CAP has developed a multipurpose core backbone extending from Norfolk, Omaha, Lincoln, Grand Island, Kearney, North Platte, and Alliance. A shared circuit also connects Scottsbluff to the backbone at Grand Island.

State and University circuits have been moved to the backbone to take advantage of the economies and efficiencies offered by aggregation. The K-20 community has started to

migrate to this service as contracts have allowed. Project 42 (consisting of ESUs 10, 11, 15 and 16) has purchased services from Network Nebraska to serve the schools in their areas.

A contract has been signed for Internet 1 service that will allow Network Nebraska to begin to offer lower rates to network participants. This could significantly increase participation in Network Nebraska. Internet 2 service is also available to educational participants through the University of Nebraska.

Future

The major components of this initiative include:

1. Development of a scalable, reliable, and secure telecommunications infrastructure that enables any type of eligible entity (i.e. local and state government, public and private K-12 and higher education, health care institutions) to purchase the amount of service that the entities need, when they need it, on an annual basis;
2. Establishment of a catalog of value-added applications that enables eligible entities to pick and choose services that are pertinent to them (e.g. Internet1, Internet2, and videoconferencing);
3. Investigate possible implementation of a network operations center that offers a helpdesk, network diagnostics, and engineering assistance in order to ensure acceptable qualities of service;
4. Investigate establishment of a billing or accounting center to accept service orders, extend service agreements, provide consolidated billing, and to maintain customer accounts.

Recommended Actions

(NOTE: These recommendations are still subject to change, pending additional advice from those entities that are participating in this strategic initiative.)

Goals for Network Nebraska for the remainder of FY 2005.

- 1) Develop and offer Internet I services to eligible network participants by January 10, 2005
 - a. University of Nebraska signs contract with provider for Internet I services no later than August 31, 2004.
 - b. Division of Communications purchases Internet I services from the University no later than September 15, 2004.
 - c. Collaborative Aggregation Partnership (CAP) agrees on rates to be charged to eligible network participants for Internet I services no later than September 15, 2004.
 - d. Working through the NITC and the various Councils, CAP will distribute information related to the new Internet I charges to eligible network participants during the months of October, November and December 2004.

- e. Orders will be taken by CAP for new service and the circuits will be provisioned during the months of October, November and December, 2004.
 - f. Internet I service turned up the first working day of January, 2005 for initial orders.
- 2) Identify Tier II communities that offer opportunities for aggregation for services onto the network – ongoing.
- a. Both the University and the State will begin by providing a list to CAP of the communities where service is currently being provisioned that indicates the total amount of bandwidth currently being consumed no later than September 15, 2004.
 - b. CAP will analyze the listings for opportunities to aggregate the existing service when coupled with other opportunities within the community no later than November 15, 2004.
 - c. CAP will order service for the next Tier II community aggregation no later than January 15, 2005.
 - d. New service will be provisioned by the provider and the move of existing service will be coordinated by CAP with the customer between January and March of 2005.
 - e. Opportunities for the next Tier II community will be explored and started over again no later than May 15, 2005.
- 3) Create a Service Level Agreement for use by CAP and the eligible network participants no later than November 1, 2004.
- a. CAP will work with appropriate legal counsel to establish a Service Level Agreement that will detail the service that is being provided to the client. These meetings will take place thru August and September with a final draft document due September 30, 2004.
 - b. CAP will review the document with agency and university leadership, as well as the Chair of the NITC with final approval no later than October 15, 2004.
 - c. CAP will make the final adjustments to the document and the document will be ready for distribution to eligible network participants by November 1, 2004.
- 4) Create a Network Nebraska Level 1 Helpdesk no later than November 1, 2004.
- a. Members of CAP will estimate the numbers of calls that they are currently taking regarding information about Network Nebraska over the months of July and August 2004. That information will be collected by the CAP chair at the September 2004 meeting.
 - b. A subcommittee of CAP consisting of the technical people will conduct a review of help desk software during the months of August and September. A recommendation will be brought to the CAP group at the October 2004 meeting.
 - c. CAP has determined that the Level 1 Helpdesk will reside at NET. In order to transfer calls between the members of CAP, the NET telephone system will need an upgrade. This upgrade will be accomplished no later than October 31, 2004.

- d. An 800 number will be installed for use by the Level 1 Helpdesk and eligible clients. The 800 number will be ordered by September 15, 2004 and turned up for service no later than November 1, 2004.
- 5) Create a Network Nebraska Website no later than December 15, 2004.
 - a. CAP will identify url for website no later than August 15, 2004.
 - b. The office of the NITC will identify initial information for the web site and present the information to CAP at the September 2004 CAP meeting.
 - c. After approval from CAP, a “test” web site will be developed by and hosted at Nebraska On-Line no later than October 15, 2004.
 - d. CAP members will test the web site and make suggestions to the NITC staff through November 30, 2004.
 - e. Final changes will be made to the web site and the site will be unveiled to the users no later than December 15, 2004.
- 6) Coordinate with the network requirements for the Nebraska Statewide Telehealth Network and the proposed statewide synchronous video network.
 - a. CAP will identify options for integrating the Nebraska Statewide Telehealth Network and statewide synchronous video network with Network Nebraska by May 31, 2005.
- 7) Assess the capacity of existing arrangements for administration, billing, and technical support to accommodate additional services and customers.
 - a. CAP will conduct a planning session to estimate potential growth in the future and its impact on existing arrangements, no later than March 31, 2005.